



Sharp Service

Sharp bagging machines are designed and built with off-the-shelf parts and standard Allen-Bradley PLC.

Reduce unplanned downtime through preventative maintenance and remote service support by subscribing to one of our tailored service agreements.



During installation, a user training is provided by our field service engineer on-site.

- ✓ Save time and money
- ✓ Increase throughput
- ✓ Relieve labor constraints

Pregis taking care

Having maintenance work carried out on packaging and filling systems is a matter of trust. Because “maintenance” service is not always visible to the layperson. After all, the system works before and after maintenance. And so the question often arises whether a service contract should be concluded and, above all, how you can recognize the technically perfect maintenance work. Anyone who buys an “invisible” service is welcome to forgive a healthy distrust. One speaks of maintenance if measures are taken to maintain the target condition. This includes cleaning work on the system but also making components work and checking the individual components.

Worth preserving

The advantage of maintaining the value of the systems through early detection and elimination of defects should not be underestimated. Frequently, damage to a technical device that is initially small and therefore inexpensive to remedy leads to greater consequential damage. The early detection of potential damage also has the advantage of “predictable costs”.

Maintenance of insurance protection

In the event of damage, insurance companies usually ask whether everything reasonable has been done to avert damage. A proper condition must be maintained.

Pregis

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Signing up to a service contract offers many benefits:



Optimal functionality of your equipment through service from the producer of the bagging equipment with **original parts only**.



Optimal functionality of the systems through the expertise of the **manufacturer's own service team**.



Risks of potential **downtimes are reduced**.



The system is **regularly checked** by skilled service engineers. For all service assignments, our technicians can access the knowledge base of all departments and colleagues globally.



You are **constantly informed** about possible optimizations and technical innovations.



Minimized administrative effort.



The maintenance and service costs become a **predictable** and calculable figure due to the agreed maintenance fee.



Maintenance work and functional testing of all system parts are carried out using original parts only. The most critical spare parts are shipped from stock within 24-48 hours.



Quick help in case of damage.



Operating costs reduction: Early detection of wear and tear and technical defects prevents costly repairs, protects against avoidable downtimes and promotes long-term value maintenance of the system.



Pregis coordinates and monitors all measures and deadlines required for maintenance and service. The service and maintenance performance is automatically set by our service technicians.



As a maintenance contract customer, your repair request will be given special **priority**.

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Pregis created three different service contracts for you

	BRONZE 	SILVER 	GOLD 
Inspection	✓	✓	✓
Hotline	✓	✓	✓
Preventative maintenance	1x year	Biannual	Quarterly
Emergency visit*	Not included	1x year	2x year
Spare parts	Not included	Not included	Included
Item code	QSHRPBRONZ	QSHRPSILVR	QSHRPOGOLD

*Depending on country, within 24 or 48 hours, see the SHARP Service Support map.

Conditions:

- Contract is per bagging machine.
- Service contract is invoiced yearly.
- Automatic renewal unless cancelled one month before new year starts.
- Emergency visit: A technician visits the machine on site within 24 hours. In case an additional emergency visit is required, regular tariff will be applied.
- In case no service contract is closed, standard service and spare parts tariffs apply. Pregis will send a tailored offer prior to visit.
- In case foreign film or thermal ribbon is used on the machine, the service contract does not apply and regular tariffs will be invoiced.
- Service is only offered for the bagging machine.
- A service contract can be closed at any time after purchase of a machine and for every Sharp bagging machine in the market maximum 5 years after the installation of a new machine

Warranty:

- All machines come with a one year warranty.
- Warranty on critical parts is 12 months.
- Warranty on labor is 3 months.

An in-house training can be provided to your own service/ technical support dept. Please inquire about the options and availability.

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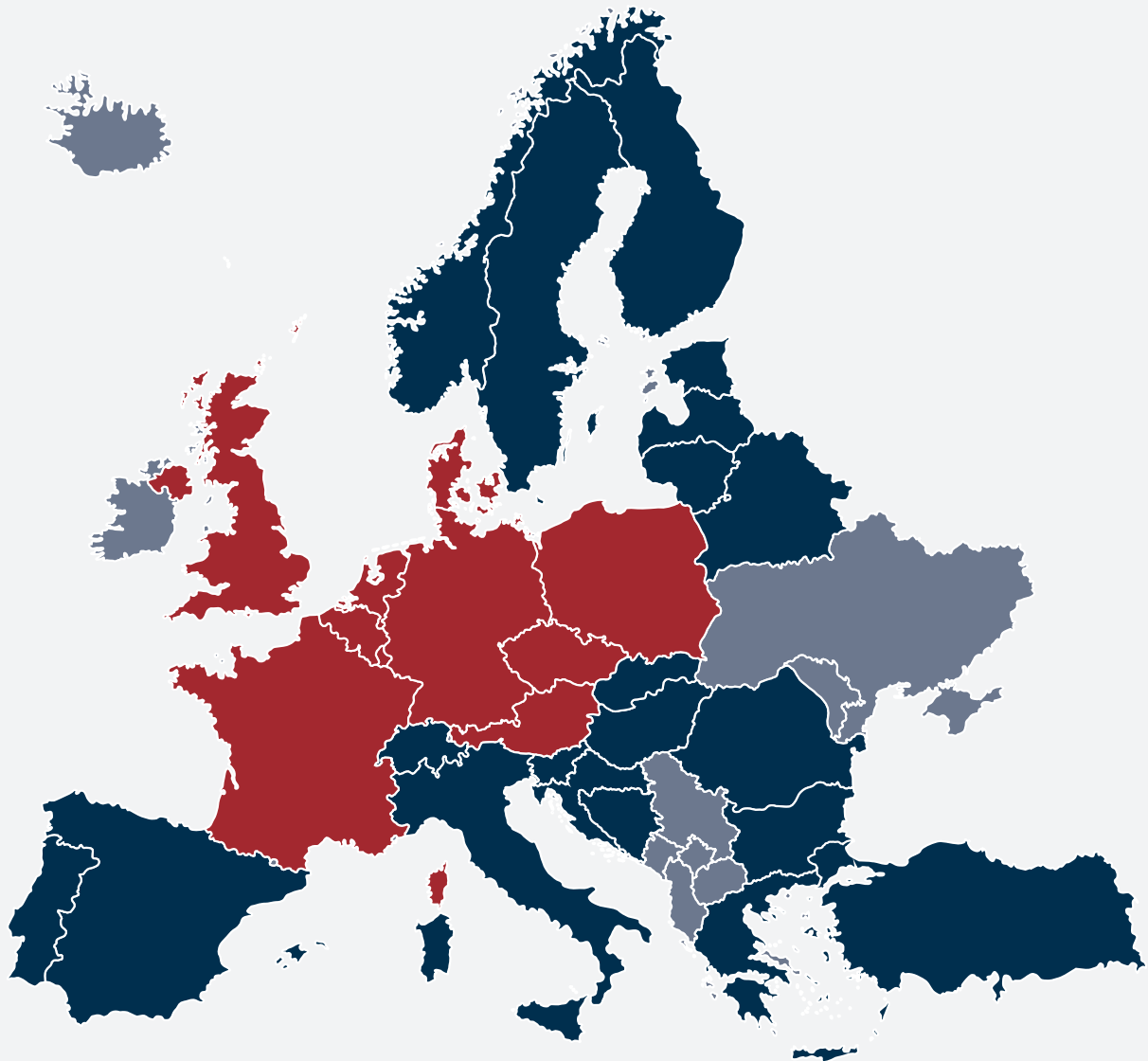
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SHARP Service Support:



 24 Hour Service  48 Hour Service  By Appointment

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